



2020-21 Customer Complaints

30 September 2021

2020-21 Complaints Statistics

In accordance with section 219A(3) of the *Public Service Act* 2008, the Electoral Commissioner publishes the following statistics on customer complaints received in the 2020-21 financial year by the Electoral Commission of Queensland.

In the 2020-21 financial year, the Electoral Commission of Queensland experienced a significant increase in the number of complaints received due to ongoing matters arising from the 2020 local government quadrennial elections and the delivery of the 2020 State general election.

The majority of complaints received by the ECQ in this period were requests for information or customers seeking to make contact with a business unit. A significant number of complaints received related to matters that fell outside the ECQ's remit and power to resolve. The ECQ does not respond to complaints about State or local government policy or operational matters but, where appropriate, will provide guidance to complainants on alternative options for providing feedback to the relevant organisation or entity.

As a result, 94.5 per cent of complaints received by the ECQ did not require any further action. The remaining complaints were resolved in accordance with ECQ policies and procedures and as per the ECQ Complaints Management Policy.

Complaints received	4568
Complaints resulting in no further action	4318
Complaints resulting in further action	247
Complaints ongoing as of 30 June 2021	3